

Standards and Measurable Criteria (Indicators)

A. Responsibilities of Management

Standard 1: Family Planning (FP) clinic is identifiable and easily accessible	
Measurable Criteria	
1.1	The clinic is identifiable with name and relevant registration number on sign board. (Check Sign board)
1.2	Client has easy access to the FP clinic. (check entrance for steps/elevators/slope/width of doors etc to connecting roads)
1.3	The clinic is registered / licensed with SHCC. (SHCC registration No displayed-on board)
1.4	Door plate clearly: a) Displays name b) Displays qualification which is registered with relevant council only (PMDC & PNC). c) Preferably in the local language. d) Past or present appointments and membership with associations are not to be mentioned.
1.5	Consultation hours are displayed (on the board and inside clinic)
1.6	Consultation fee by service type are displayed (inside clinic)

Standard 2: Family Planning Clinic / Center has their written scope, mission and vision statement	
Measurable Criteria	
2.1	The mission and values are available and disseminated to the staff and general public in local languages. (inside clinic)
2.2	Inside the facility the scope of the services being provided at the FP clinic / center should be clearly displayed and information regarding family planning methods offered at the facility

Standard 3: Family Planning Clinic / Center must have a suitable qualified individual who manages the clinic / center	
Measurable Criteria	
3.1	The Clinic Manager has requisite qualifications (check files for education/experience documents/incase of single person clinic a qualified doctor or nurse or midwife may be considered / incase of family planning

	center a qualified manager shall be present to manage and facilitate the OPDs, manage complaints, referral and etc.)
3.2	Copy of Relevant council registration certificate (must be displayed on prominent place in the clinic)
3.3	The qualified individual must have trained in Family Planning from Population Welfare department and/ other recognized organizations who endorsed their training packages by PWD.

B. Quality Assurance / Improvement (QA/QI)

Standard 4: Family Planning Clinic / center has implementing quality management system through specified need bases document.	
Measurable Criteria	
4.1	A Manual of Standards for Family Planning Services, Sindh Revised must be available and kept inside the premises. This contains all quality checklists, and policies currently being used for family planning.
4.2	For service that is not available inhouse, referred directly to family planning clinic / center and mechanisms for client referral is established.
4.3	Ensured adequate and effective communication of referrals is through MoU
4.4	All technical and administrative staff are aware of the clinic / center policy and technical staff is trained enough on SOPs for providing services.
4.5	Relevant technical Job Aids, SOPs and IEC Material are placed at prominent places. (Wall mounted frames & leaflets for health education)
4.6	The services provided at the family planning clinic/center are in accordance with the quality procedure checklist.

C. Human Resource Management

Standard 5: Family Planning Clinic / Center has adequate human resource in accordance with the scope of work	
Measurable Criteria	
5.1	Healthcare Provider is Qualified & Trained in Family Planning training courses approved / recognized by Population Welfare Department, Sindh
5.2	Job descriptions are available and known to the relevant staff.
5.3	Personal files of all employees having the following information are maintained: A. Employee's contract B. Copies of qualifications like degrees/diplomas/transcripts C. Personnel's licenses (PMDC / PNC) D. Training Certificates (Issued / recognized by population welfare department) E. Job description F. Annual Appraisals G. Vaccination status, etc.
5.4	All such Licensed Healthcare Professionals shall at a minimum hold a current and valid certification in Basic Life Support (BLS)

D. Minimum Facility Requirement and Environment Condition

Standard 6: Each establishment shall comply with the minimal facility requirements for Family Planning Clinic / Centers	
Measurable Criteria	
6.1	The clinic should have clear & easy access to road and it should be secure boundaries, and no access for animals.
6.2	The surrounding environment should preferably be free of undue conditions like excessive noise, smoke, light (welding & cutting), or smells.
6.3	Clinic should not be located adjacent to railroads, freight yards, airports, grinding mills, traffic pools, mosques, industrial plants and disposal plants.
6.4	Clinic should have proper water supply and electricity and communication facilities with functional backups based on the situation for all three-basic necessities.
6.5	Each clinic / center shall provide suitable infrastructure according to the services provided. The basic infrastructure shall include; • Reception Area • Procedure Room (IUCD & Implant Insertion and Removal) • Family Planning Counselling area / corner. (The space must ensure auditory and visual privacy) • Area for the collection of medical waste, general storage for supplies and equipment • Separated instrument processing area / room • Gender separated toilets • Hand Washing stations • Adequate power and water supply system with ensured backup mechanism • Adequate ventilation, and lighting arrangements • Separate room / area for meetings / administrative work • Separate facilities / area for staff for eating and storing food, drinks etc. • Separate client waiting area for both genders with benches • Water dispenser / Water Cooler filled with drinking water should be available in the waiting room
6.6	Additional infrastructure facilities may be added for special tasks for Tubal Ligation (TL), Non-Scalpel Vasectomy (NSV), Manual Vacuum Aspiration

	(MVA) (Where Applicable)
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Standard 7: Ensure safe storage for Supplies and Equipment's	
Measurable Criteria	
7.1	Adequately secured storage areas to prevent unauthorized access.
7.2	Adequate storage space with the right conditions such as protection from direct sun light, damp, dust, insects and vermin to maintain the integrity of FP supplies / stock and records.
7.3	Each item of equipment / supplies must be uniquely labelled or identified.
7.4	Sufficient inventory of all supplies to avoid stocks-outs of FP supplies is established. (the buffer should be according to service trend)
7.5	Systems in place to ensure that the stock is used on a “first in–first out” (FIFO) and a “first expiry–first out” (FEFO) basis.
7.6	Guidelines must be in place to ensure safe and appropriate storage of all supplies.
7.7	Required temperature should be maintained for contraceptives efficacy through ventilation, fan or Air conditioning (25c to 30 c)

Standard 8: The family planning clinic / center have safety and security system in place.	
Measurable Criteria	
8.1	SOPs must be implemented to ensure safe and infection free handling of all instruments. This should be available at all work stations.
8.2	During service provision provider must wear appropriate personal protective equipments (PPE).
8.3	A basic first aid kit is available at the clinic to deal with traumatic injury cases. This kit may contain: • Plasters in a variety of different sizes and shapes • Small, medium and large sterile gauze dressings • Triangular bandages • Crepe rolled bandages • Safety pins

	• Disposable sterile gloves • Tweezers • Scissors • Alcohol-free and Alcohol swabs • Sticky tape • Thermometer • Painkillers • Distilled water for cleaning wounds
8.4	All staff are vaccinated against COVID-19 & hepatitis B virus (HBV) infection.
8.5	Provision for prevention of fire and non-fire emergencies available (Emergency exit points with illuminated sign board/s) Fire Extinguisher, Fire Buckets and blankets, assembly points, etc.)
8.6	Emergency evacuation drills are conducted to ensure employees are knowledgeable and trained on emergency plans.
8.7	An environment with reduced chance of occurrence of fire and non-fire emergencies is ensured: A. There is no loose electric wires to cause short circuit B. No loose plugs and sockets which can spark. C. No power cord/s that is/are worn out to cause electrocution. D. Ramps, if they exist, are non-slippery. E. Stairs have supporting rails etc.
8.8	Safety rules are established to reduce risks to staff and clients. Staff complies with these rules and administration ensures that the staff is sufficiently briefed about safety.
8.9	All responsibilities are clearly defined for staff members. Evacuation routes, exit doors, fire extinguishers, and other critical elements is visually displayed for all staff members.

Standard 9: Family Planning Clinic / centers have adequate Equipment's Management and Maintenance system in place

Measurable Criteria

9.1	Equipments according to services being offered is ensured
9.2	Maintenance of available equipments is ensured
9.3	Adequate training for staff in usage, care and maintenance of equipment / supplies is provided.
9.4	SOPs are prepared and implemented to ensure safe handling of equipment and their maintenance.

E. Information management System (Data Recording & Reporting Mechanism)

Standard 10: The FP clinic / center has a complete and accurate record for every client	
Measurable Criteria	
10.1	The clinic / center has established client registration / recording mechanism according to the population welfare department ECR (Electronic Clinical Record) Module.
10.2	Client Records may be stored electronically or as hard copies for at least 3 years.
10.3	Access to records is limited and data protected from access by unauthorized individuals.
10.4	Use of unique identifier numbers for each client is ensured along with their records in chronological order
10.5	Confidentiality is important as clinic staff personnel are not authorized to disclose information to any organization without the consent of the client.
10.6	Only authorized person/s make entries in the record.
10.7	Family planning product related any clinical incidence should be recorded. Client Record card contains column for complication, its management and if referred for further management.

Standard 11: The FP Clinic / Center has a prescribing practice confirm to the standards	
Measurable Criteria	
11.1	Standards for prescription writing are followed. A properly written prescription is essential to facilitate Clients' compliance. Prescriptions are clearly written on a provided format ensuring that it contains the following; • Serial Number • Patient's full name • Age and Gender • Allergies/Contraindications. • Date and time. • Brief history • Examination if necessary. • Dosage, duration and administration information.

	• Follow-up details • Physician's Signature & Name or/and Stamp (containing name of Physician).
11.2	Prescription are clear, legible, dated, timed, named, stamped, and signed
11.3	The initial assessment includes recording of vital signs, weight, height and significant findings.
11.4	Family planning method provided according to the WHO Medical Eligibility Criteria 2022

F. Infection Control and Waste Management

Standard 12: The Family Planning Clinic / Center has a well-designed, comprehensive and coordinated waste management plan.	
Measurable Criteria	
12.1	The management has established on Clinical waste Management Plan and their staff is trained well on that plan.
12.2	Written SOPs are displayed in local language
12.3	Written contract with waste disposal service provider is available if the clinic / center does not dispose of the waste through an onsite mechanism.
12.4	Clinical waste is segregated from general waste at the point of generating the waste.
12.5	Sufficient number of color-coded waste management containers / bins / carriers should be placed adjacent to the location where clinical waste is generated so as to facilitate the segregation
12.6	Waste should be segregated as the following categories in their respective color bins.
12.7	Infectious waste is NOT disposed of at the waste management site until it has been EFFECTIVELY TREATED , that is rendered, biologically harmless in accordance with acceptable treatment practices
12.8	Appropriate trolleys / carts / bins are used for transfer of clinical waste within the premises and disposal of waste at the incineration site
12.9	All staff involved in handling and disposal of waste are vaccinated and provided necessary PPEs
12.10	Waste segregation protocol is displayed

Standard 13: The FP Clinic / Center has an Established infection Prevention System in place.	
Measurable Criteria	
13.1	Written guidelines and SOPs on Infection Prevention and Control (IPC) should be available
13.2	Staff should be trained on IPC
13.3	The clinic / center has arrangement for infection control aiming at prevention and reducing risk of infections (Hand Hygiene, Hand Washing, PPEs, Sterilization, and Instrument Processing)
13.4	Hand washing and Hand disinfecting protocols are displayed

G. Client Rights / Responsibilities And Education

Standard 14: A system for obtaining consent for treatment, client's rights responsibilities and education exists	
Measurable Criteria	
14.1	The doctor obtains consent from a client before examination or carrying out any procedure
14.2	The clinic / center has listed those situations where written informed consent in local language is required from a client or family such as for Injectable, Intrauterine Contraceptive Devices (IUCD), Implant, Tubal Ligation (TL), Non Scalpel Vasectomy (NSV), Manual Vacuum Aspiration (MVA) etc.
14.3	The patient/family is informed about the procedure, complication and the cost of treatment
14.4	List of contact numbers of the following for use in emergency is displayed: 1. Nearest referral hospitals/clinics 2. Rescue 1122 3. Other ambulance services 4. Police Station 5. Fire Brigade
14.5	SHCC Clients' Rights and Responsibilities charter is displayed in English and Urdu throughout the facility for clients and visitors to review
14.6	Patients and families have a right to refuse treatment and lodge a complaint